

IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

PATENT APPLICATION

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2768
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Technology Center 2100

Case: 18-3-1-4-1
Serial No.: 09/588,963
Filing Date: June 7, 2000

Examiner: Group Art Unit: 2768

Title: Multimedia Customer Care Center Having A Layered Control
Architecture

DIRECTOR FOR PATENTS
WASHINGTON, D. C. 20231

SIR:

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT
CERTIFICATION UNDER 37 CFR 1.97(b)

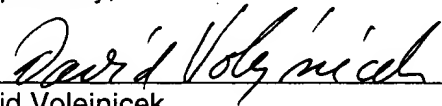
In accordance with 37 CFR 1.97(b), the enclosed Supplemental Information Disclosure Statement, with attached reference, is submitted for consideration in the above-identified application.

Copies of the listed documents are enclosed.

NO FEE IS REQUIRED

In the event of any non-payment or improper payment of a required fee, the Director is authorized to charge or to credit **Avaya Deposit Account No. 501602** as required to correct the error.

Respectfully,

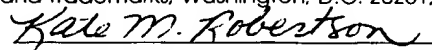

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Date: February 1, 2002

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